to evolve an effective machinery at branch regional office and Head Office levels for redressal of customers' grievances. Banks have been asked to determine norms for completion of specific service tasks and display them prominently in the branches for customers' information. Complaint boxes are also proposed to be provided in branches.

At a meeting taken by the Finance Minister on July 17, 1985 the Chief Executives of public sector banks have been advised that they, as well as the other senior officers, should evolve a system for regular contact with customers and customers' organisations and also regularly visit branches, including rural branches, with a vew to improving discipline and punctuality among the employees. Bank have been asked to make Customer Service an integral part of their Training Programmes. These steps are expected to improve punctuality, discipline as also Customer Service.

Import of cement

22. SHRI R. SAMBASIVA RAO: Will the Minister of COMMERCE be pleased to state:

(a) what was the total quantum of cement imported during the last two years, yearwise; and

(b) what is the total quantum of cement likely to be imported during the current financial year and what steps are being taken to attain self-sufficiency in the production of cement in the country?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI P.A. SANGMA): (a) The statistics of import beyond February, 1983 have not yet been compiled.

(b) The import of cement is canalised through State Trading Corporation of India. STC propose to import 5 lakh M. Ts of cement in the current financial year. Cement can also be imported under REP imprest Advance licences for export production, for which no projections are possible.

Every effort is being made to improve the capacity utilisation of the existing units in the Cement Industry and by sanctioning additional capacity for installation.

Indo-Arab seminar on trade

23. SHRIMATI MONIKA DAS. Will the Minister of COMMERCE be pleased to state:

(a) whether it is a fact that a four-day Indo-Arab seminar on trade, economic and technical cooperation was held in the first week of May, 1985 in New Delhi;

(b) if so, what was the outcome thereof; and

(c) what is Government's reaction thereto?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI P.A. SANGMA): (a) Yes, Sir. The Federation of Indian Export Organisations held the Indo-Arab Seminar from 1st to 4th May, 1985, in New Delhi.

(b) The summary of main observations and suggestions emerging from the Seminar is attached. [*See* appendix CXXXV, Annexure No. 2]

(c) Government have noted the observations and suggestions made.

Release of funds for Karnataka

24. SHRI H. HANUMANTHAPPA: Will the Minister of FINANCE be pleased to state:

(a) what is the amount of funds released to Karnataka State during the last five years under the Plan and non-Plan Programmes;

(b) how does it compare with other States; and

(c) whether these funds were utilised for the allocated purpose and the returns submitted as required?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHAN POOJARI): (a) and (b) A statement is laid on the Table of the House.

(c) Funds are released to States on the basis of anticipated statement of expenditure furnished by the States. The accounts are later settled on the basis of expenditure figures audited by the Accountants General.